



# FEEDBACK

## *THE GIFT OF AWARENESS*

Presented by 3WIRE Consulting Group

# Feedback Is...

Information About Past Behavior, Delivered In The Present, That May Influence Future Behavior

Feedback is a way of making a person aware of a behavior you see and how that behavior is affecting you.

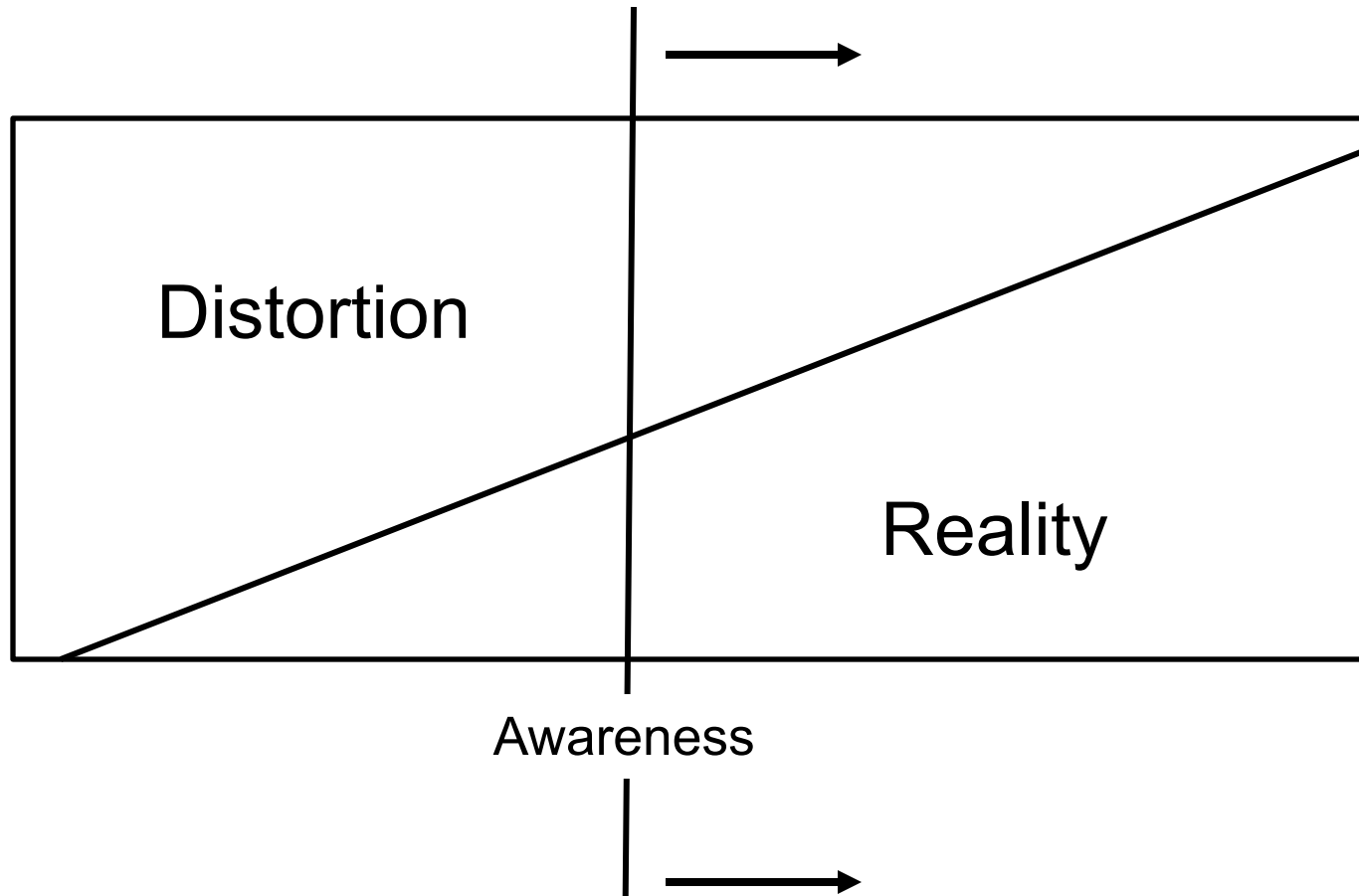
# Types of Feedback

Supportive Feedback - reinforces what is going well for you regarding performance or in your relationships with people.

Corrective Feedback – addresses what is not going well for you and assists in gaining an understanding, resolution of, or change regarding performance or your relationships with others.

**Feedback labeled as “*Constructive*” or “*Unconstructive*”; “*Positive*” or “*Negative*”; “*Good*” or “*Bad*” rests solely in the eyes of the beholder.**

# Perception of a Person



# Benefits of Providing Feedback

Giving feedback to people at all levels in your organization can result in a number of benefits:

- It can help to relieve the tension.
- It helps others understand expectations.
- It can help improve performance.
- It raises awareness.
- It improves relationships and team work.
- It establishes an open, trusting, and collaborative climate.

# Providing Feedback

## ***“Giving”***

- It is a gift.
- Withholding is often due to fear.
- Withholding fails to nourish the relationship and disempowers the receiver.
- Beware of criticism being disguised as feedback.
- Criticism is often due to defensiveness on the part of the giver.
- Defensiveness impacts on communications, relationships, the team, and mission accomplishment.

# When to Offer Feedback

- Well-timed (Determine if the receiver is in an emotional place prepared to listen / Not after an extended period of time)
- Directed Towards A Behavior That The Person Can Do Something About
- Don't Bombard Or Overwhelm (Remember why you are offering the feedback)
- Asked For Is More Useful And Accepted Than That Which Is Imposed (Never weaponize feedback)
- Don't offer feedback in anger or excitement
- Feedback depends upon the relationship it is offered in

# Tips For Responding to Feedback

## ***“Receiving”***

- Focus on self as the receiver
- Be aware of myself, my defenses, and filters
- Check my listening
- View feedback as an opportunity
- Seek feedback
- Be flexible and open to change



# Rules for Feedback

- Be Descriptive, Not Evaluative.
- Be Specific, Not General
- Directed Towards A Behavior That The Person Can Do Something About
- Ask For Understanding
- Receiver Can Check It Out With Others
- Direct It To; Not About
- Own It By Saying “I” Not “We”

# “I” Message

- Describe the specific behavior
- Describe the tangible effect that behavior has on you or the organization
- Describe how you feel **(not think)** in feeling terminology.

## Bottom Line

FEEDBACK does not focus on the task or is not a critique. Feedback is the gift of perception that you share with another person because you care about them, the relationship or the organization.

# HOMEWORK

Practice using the "I" Message format for offering feedback.

1. Offer another person feedback about a behavior that is important to (you/them). It can be anyone about anything as long as it is important to one or both of you.
2. Practice your best FEEDBACK and COMMUNICATION skills (Making your feedback about a behavior not the person.)
3. Use the Observation Sheet Provided to reflect on the experience.
4. Be prepared to discuss your experience with your Triad AND with the class at large during our next meeting in January.